important places given below should invariably be covered while selecting the location of PCO booths:

— Commercial Housing Societies.

— Resettlement Colonies.

— Government Colonies.

— Family Quarters of Defence Personnel.

— Students Hostel.

— Bus Stands.

— Tourist Centres.

— Airports.

— Pilgrim Centres.

— Railway Stations.

— Charitable Institutions,

— Hospitals.

— Educational Institutions, Public libraries.

4. A minimum guaranteed revenue per PCO per month to the Department in the case of Non-rural (Urban) STD PCOs fixed as Rs. 1600/-.

5. The amount of security deposit will be Rs. 5,000/- or an amount equal to the average monthly revenue whichever is higher. The average monthly revenue will be calculated on the basis of previous six months revenue.

6. Fortnightly billing cycle will be followed for recovery of STD PCO charges. If the charges are heavy, weekly billing may be resorted to by local telecom authority.

(Sd/-)

(K. V. KRISHNAMURTHY)
Asstt. Dir. General (PHB)

Criteria for sanction /installation of local PCOs

Local PCOs are provided keeping in view the suitability and technical feasibility with preference to physically handicapped. While checking up the suitability the following points are taken into account:

(1) Accessibility to public;

(2) Anticipated need in the area;

(3) Existence of any other PCOs in-the nearby vicinity and its financial viability and utility.

Departmental PCOs are provided to public places such as hospitals, railway stations airports etc.

Facilities to the subscribers by MTNL

1225. SHRI K. M. KHAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether MTNL has provided some facilities for its subscribers during the last three years;'

(b) if so, details of each facility, in chronicle order, year-wise;

(c) whether these facilities include provision of new telephone connections on maturing of turn in waiting list, in cases of out of turn allotment within samel time bound period from issue of sanction orders;

(d) whether these facilities also include repair of faulty telephone connectiona within some time limit from the time and day of lodging of such complaints with the area concerned complaint service;

(e) if so, the details thereof and if not, the reasons therefor;

(f) whether Government propose to provide some more facilities to the subscribers in 1995; and

(g) if so, the details thereof and if not the reasons, therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): *(a)* and (b) Sir, the details of new facilities provided to subscribers during last three years is as per Statement attached. *{See* below)

(c) A lime limit of two weeks from final registration for tatkal is prescribed for provision of telephone under tatkal scheme. The provision of new telephone connection to those whose turn matures is a continuous process. Telephones on maturity are provided within one month after issue of OB provided area is technically feasible. However, in the case of bulk release. OBs are issued in advance of the commissioning of the exchange so that external plant works cam be completed in time. These telephones are energized shortly after commissioning of the exchange.

(d) and (e) It is our endeavour to clear all faults in the shortest possibld| time. Most of the faults are cleared by the following day and almost all the remaining within the next 2-3 days. However, faults on account of cable thefts/cable break down take a little longer. On such occasions round the clock fault clearance is arranged to set right the faulty telephones in the shortest possible time.

(f) and (g) During 1995-96 it is proposed to introduce decentralised billing and improved access of subscribers to commercial and financial information based on a computerised financial management-system. Computerised fault repair services are also planned to be extended to all exchanges in Delhi and Bombay.

Statement

New facilities provided during last three years

1992-93

1. Computerised Morning Alarm service in select electromechanical exchange of Delhi and Bombay. This facility allows booking and availing of Morning Alarm without intervention of manual operator.

?. Radio paging service in Delhi, upgraded to support numeric paging. In addition to tone alert facility. Those having alphanumeric pagers can get numericl messages.

3. Voice Mai! Service introduced in Delhi and Bombay. Subscriber can store and retrieve voice messages from their mail boxes. For this purpose each subscriber is allotted a mail box with a mail box number, messages can be) accessed and retrived by dialling from ordinary telephone.

4. Radio paging service introduced in' Bombay.

1993-94

1. Incoming call facility extended for first 15 days in cases of telephones disconnected for non-payment. This facility is available to electronic exchange subscribers only in Delhi and Bombay.

1994-95

1. Billing enquiry service (in Delhi}— Any subscriber can know about outstanding calls against his number by dialling 6226600.

2. Computerised on line directory enquiry service for Bombay numbers at Delhi (Delhi subscriber can make enquiry on telephone number 3322183).

3. *Mobile vans for telephone bill-collection:*

Two mobile vans have been introduced in .Delhi for collection of telephone bills,

4. *Night Emergency Helo Service (In Delhi only)*

This service has been opened for providing help in really emergent cases such as delayed trunk calls/ STD calls meant for passing on distress messages and for difficulty in obtaining services like Police, Fire, Ambulance etc. during night houra, The service is functioaal

on telephone No. 3710911, 3720911, 3350911 from 8 p.m. to 8 a.m.

5. Walk in Enquiry Service (in Delhi only);

For across thecounter directory enquiry. This is functional at Eastern Court.

6. Computerised on Line Directory enquiry for Madras telephone numbers introduced at Delhi (telephone number 3325183 for enquiry about; Madras, numbers)

सूरत में खोए हुए पार्सलों के लिए मुआवजा

1226. श्री कनकसिंह मोहन सिंह मंगरोला :

क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या सरकार ने उपभोक्ता संरक्षण अधिनियम और भारतीय डाकघर अधिनियम के अन्तर्गत गत तीन वर्षों के दौरान सूरत में बीमाकृत कुछ पार्सलों के चोरी होने पर कार्यवाही की है;

(ख) यदि हां, तो उसका ब्यौरा क्या है ; और

(ग) सरकार ने इस संबंध में लापरवाह कर्मचारियों के विरुद्ध क्या कार्रवाई की है और क्या इन पार्सलों के मूल्य का कोई मुआवजा दिया गया है ?

संचार मंत्रालय के राज्य मंत्री (श्री सुख राम) : (क) और (ख) सूरत से चोरी या गुम हुये बीमा पार्सलों के जो मामले ध्यान में आये हैं, उनका ब्यौरा संलग्न विवरण में दिया गया है ।

(ग) अदा की गई मुआवजा राशि का ब्यौरा विवरण में दिया गया है । अनुशासनिक नियमों के अनुसार दोषी कर्मचारी के खिलाफ उपर्युक्त कार्रवाई की गई है ।

विवरण

वर्ष	सूरत में ध्यान में आए चोरी के मामलों की संख्या	सूरत में बुक किए गए लेकिन विभिन्न स्थानों पर वितरित बीमा पार्सलों के गुम होने के की संख्या	भारतीय डाक घर अधिनियम के तहत निपटाए गए मामलों मामलों की संख्या चोरी	खोए हुए	चोरी/खोने के मामलों की संख्या जो उपभोक्ता/फोरम में लम्बित हैं, निर्णय लिया जा चुका है ।	भुगतान की गई मुआवजा राशि
1991–92	(एक सूरत आर० एस० डाकघर में)	16	1	13	—	33197.00 रुपए
1992–93	शून्य	13	—	11	—	15242.25 रुपए
1993–94	शून्य	9	—	1	—	500.00 रुपए
					(लम्बित निर्णय)	